

## Headline: Changes to our Library's Policy on Holds beginning **April 14, 2014**



MOUNTAIN VIEW  
PUBLIC LIBRARY

Due to popular demand we are happy to announce that you will be able to place a request on available items at the Library and our Mobile Library. The following items will not be available for requests: Board books, Reference books, and Friends of the Library books and DVDs. Please wait until you receive a hold notice by email, phone call or mail before coming in to pick up your item.

**In addition, we will be charging a \$1.00 fee for each hold item not picked up or canceled by its expiration date.**

We are doing this because we want to get materials into the hands of its customers quickly, and the fee encourages people to pick up holds promptly and to cancel holds that are no longer needed, allowing the items to move to the next person on the request list.

Contact the Customer Service desk or call Customer Service at **(650) 903-6336** if you have any questions.